

PENSION ADALAT / PRIORITY

Phones / दूरभाष : 020-24103200

Fax / फेक्स : 020-24381004

Web / वेब : <http://cwprs.gov.in>

Email / ई-मेल : cao@cwprs.gov.in



Service through
Research

भारत सरकार
जल शक्ति मंत्रालय,
जल संसाधन, नदी विकास
तथा गंगा संरक्षण विभाग,
केन्द्रीय जल तथा विद्युत अनुसंधान शाला,
खडकवासला, पुणे-४११ ०२४



सत्यमेव जयते

Government of India
Ministry of Jal Shakti,
Department of Water Resources,
River Development & Ganga Rejuvenation,
Central Water and Power Research Station,
Khadakwasla, Pune -411 024



No : 616 / 1 / Pen./Estt.VII /2022-Adm./371

Dated : 05.04.2022

CIRCULAR

5 APR 2022

In continuation of this office Circulars No.616/1/Pen./Estt.VII/2022-Adm./254, dated 15.02.2022, No.616/1/Pen./Estt.VII/2022-Adm./375, dated 25.03.2022 and in pursuance of Ministry of Personnel, P.G. and Pensions, Department of Pension and Pensioners Welfare, New Delhi's O.M. No.1/39/2021-P&PW(E)(2), dated 21.03.2022, the **nation-wide Pension Adalats** will be conducted through **Video Conferencing on Thursday, May 5, 2022** by each Ministry/ Departments / Organisations,

It has been stipulated in the aforesaid O.M. dated 21.03.2022 to take up the following pending grievances during the Nation-wide Pension Adalat being convened by the department on 05.05.2022 :-

i.	All pending grievances more that 3 months old as on February 28 2022 in CPENGRAMS;
ii.	All the pending pension related grievances more than 3 months old as on February 28, 2022 received directly by Departments / Organisations.
(Grievances requesting a change in extant policy / rules or not as per extant policy rules need not be taken up in the Adalat).	

It is reiterated that while holding these Adalats each Ministry/ Department has to ensure the presence of all concerned stakeholders viz. Pensioners, HoD, DDO, PAO and Banks shall join the Pension Adalat from their respective locations on VC and should come prepared for each case which is being listed.

Hence, all the Pensioners / Family Pensioners are requested to make use of the Pension Adalat, if they have any grievance. Pensioners may upload / send their grievances and related papers available with them through e-mail or any other mode in advance. Advance Notice intimating the time and link for the Video Conferencing for the Adalat will be sent to the concerned Pensioner for their participation, if they so desire.

This may be treated as advance notice for Pension Adalat.

(Rajendra Aswale)
Chief Administrative Officer
Head of Office

Copy to :-

01.	The Pay and Accounts Officer, CWPRS.	Alongwith copy of Ministry's e-mail dated 04.04.2022 and its attachments.
02.	The Chairman, Grievance Cell, CWPRS.	
03.	Accounts Officer, CWPRS.	

04.	Shri M.K. Verma, Scientist 'D' (S.M. Divn.) and Nodal Officer through Dr.(Smt.) Neena Issac, Scientist 'E'.
06.	By Speed Post / By e-mail (etwo-mowr@nic.in) to The Secretary, Ministry of Jal Shakti, Department of Water Resources, River Development and Ganga Rejuvenation, New Delhi - 110 001 (Kind Attn.: Shri Parveen Kumar, Section Officer, E.II Section).
08.	P.A. to Director for kind information.
09.	Shri P.S. Solanki, Scientist 'B' with a request to upload the Circular, Standard Operating Procedure (SOP) alongwith enclosures on CWPRS Web-site and Intranet. He is also requested to make necessary arrangements to ensure availability of ICT hardware including high speed internet, power backup etc. for smooth conduct of the Pension Adalat.
10.	Shri R.R. Bhate, Scientist 'C' (I/c CPC) with a request to make necessary arrangements to ensure that all Covid 19 related guidelines i.e. sanitization, thermal screening, social distancing, masks etc. are strictly adhered to during the conduct of Pension Adalat through VC.
11.	Notice Boards.
12.	e-mail copy.

Email

CAO CAO, ADMIN, CWPRS

Fwd: वीडियो कॉन्फ्रेंसिंग के माध्यम से राष्ट्रव्यापी पेंशन अदालत, 2022 के आयोजन के संबंध में।./

From : Director, CWPRS, Pune <director@cwprs.gov.in>

Mon, Apr 04, 2022 11:29 AM

Subject : Fwd: वीडियो कॉन्फ्रेंसिंग के माध्यम से राष्ट्रव्यापी पेंशन अदालत, 2022 के आयोजन के संबंध में।./

2 attachments

To : CAO CAO, ADMIN, CWPRS <cao@cwprs.gov.in>

May please see for necessary action

From: "etwo-mowr" <etwo-mowr@nic.in>

To: "Director, CWPRS, Pune" <director@cwprs.gov.in>, "Dr R Chitra" <director-csmrs@nic.in>, "Director NIH JVT" <director.nihr@gov.in>, "director neriwalm" <director.neriwalm@gmail.com>

Sent: Monday, April 4, 2022 10:40:46 AM

Subject: Fwd: वीडियो कॉन्फ्रेंसिंग के माध्यम से राष्ट्रव्यापी पेंशन अदालत, 2022 के आयोजन के संबंध में।./

From: "SO Coord. DoWR" <coord-mowr@nic.in>

To: "Sunil Kumar" <chmn-cgwb@nic.in>, "G. Asok Kumar" <md.nwm@nic.in>, "Neeraj Kumar" <secy-cwma@nic.in>, "Rangasamy Azhagesan" <membersecy-grmb@gov.in>, "director neriwalm" <director.neriwalm@gmail.com>, "G Asok Kumar" <dg@nmcg.nic.in>, "NWA" <nwa.mah@nic.in>, "dinesh 169" <dinesh_169@rediffmail.com>, "Nidhish verma" <rgi-cgwb@nic.in>, "Sunil Kumar Garg" <dir-nwic-mowr@gov.in>, "Brahmaputra" <bbrd-ghy@nic.in>, bcb242433@gmail.com, "bidhu-mef" <bidhu-mef@nic.in>, "Dr RK Gupta" <chairman-cwc@nic.in>, "Sunil Kumar" <chmn-cgwb@nic.in>, "CMD-NPCC Limited" <cmd.npcc@nic.in>, cmd@wapcos.co.in, "D Ilanchezhian" <dda.nca@nic.in>, "Bhopal Singh" <dg-nwda@nic.in>, "Abhay Kumar" <dir-adm-gfcc@nic.in>, dir@nih.ernet.in, "Dr R Chitra" <director-csmrs@nic.in>, "Prasanna Kumar Singha" <gmoffice-fbp@gov.in>, "krmb hyd" <krmb.hyd@gmail.com>, sebrb2008@rediffmail.com, secretarytb@yahoo.com, "R D Deshpande" <uyrb-mowr@nic.in>, "admn-mowr" <admn-mowr@nic.in>, "SO E I Section" <eone-mowr@nic.in>, "etwo-mowr" <etwo-mowr@nic.in>, "Anupa Venugopal" <soe3-mowr@nic.in>, soe4--mowr@nic.in, "GWE Section" <sogwe-mowr@gov.in>, "SO PSU" <project2-mowr@nic.in>, "Section Officer basin Management mowr" <basin-mowr@nic.in>

Sent: Friday, April 1, 2022 12:37:57 PM

Subject: वीडियो कॉन्फ्रेंसिंग के माध्यम से राष्ट्रव्यापी पेंशन अदालत, 2022 के आयोजन के संबंध में।./

कृपया संलग्न सामग्री प्राप्त करे और इस पर आवश्यक कार्रवाई करे।


समन्वय अनुभाग

Adm VSP
100

145
04/04/22

जल संसाधन, नदी विकास और गंगा संरक्षण विभाग



 **OM-P&PW-21.3.2022.pdf**
2 MB

 **forwarding letter for pension adalat.pdf**
68 KB

फा.सं. एफ- 23014/86/2021-समन्वय
भारत सरकार
जल शक्ति मंत्रालय
जल संसाधन, नदी विकास और गंगा संरक्षण विभाग
(समन्वय अनुभाग)

कमरा सं. 7, 'बी' विंग, भूतल
शास्त्री भवन, रफी मार्ग,
नई दिल्ली, दिनांक : 31.03.2022

कार्यालय जापन

विषय: वीडियो कॉन्फ्रेंसिंग के माध्यम से राष्ट्रव्यापी पेंशन अदालत, 2022 के आयोजन के संबंध में।

अधोहस्ताक्षरी को यह कहने का निदेश हुआ है कि कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय, पेंशन और पेंशनभोगी कल्याण विभाग, भारत सरकार ने उपरोक्त विषय पर कार्यालय जापन सं. 1/39/2021- P & PW(E), दिनांक 21 मार्च, 2022 (प्रति संलग्न) के माध्यम से सूचित किया है कि दिनांक 05.05.2022 (गुरुवार) को वीडियो कॉन्फ्रेंसिंग के माध्यम से राष्ट्रव्यापी पेंशन अदालत का आयोजन करने का निर्णय लिया गया है। इस अदालत का मुख्य उद्देश्य मौजूदा नीति दिशानिर्देशों के ढांचे के भीतर पेंशनभोगियों की शिकायतों का त्वरित समाधान करना होगा।

2. अतः विभाग के सभी अधीनस्थ/संबद्ध कार्यालयों तथा प्रशासन अनुभाग, विभाग (खास) से अनुरोध है कि पत्र में दिए गए निर्देश के अनुसार इस पर आवश्यक कार्रवाई सुनिश्चित करें।

संलग्नक : यथोक्त ।

**Signed by Shambhu Nath
Pal**

Date: 31-03-2022 16:01:37

Reason: Approved

(शंभू नाथ पाल)

अवर सचिव, भारत सरकार

दूरभाष : 23074033

ईमेल: uscoord-mowr@nic.in

सेवा में

1. जल संसाधन, नदी विकास और गंगा संरक्षण विभाग के सभी अधीनस्थ/संबद्ध कार्यालयों के प्रमुख ।
2. प्रशासन अनुभाग, जल संसाधन, नदी विकास और गंगा संरक्षण विभाग

3. स्थापना-I, स्थापना-II, स्थापना-III, स्थापना-IV, भूजल स्थापना, पी.एस.यू. तथा बी.एम. अनुभाग, जल संसाधन, नदी विकास और गंगा संरक्षण विभाग (इस अनुरोध के साथ कि वे अपने-अपने अधीन आने वाले अधीनस्थ/संबद्ध कार्यालयों को इस पर आवश्यक कार्रवाई करने का निर्देश दे।)।

No. 1/39/2021-P&PW (E)
Government of India
Ministry of Personnel, P.G. & Pensions
Department of Pension & Pensioners' Welfare

3" Floor, Lok Nayak Bhawan,
Khan Market, New Delhi,
Dated March 21, 2022

OFFICE MEMORANDUM

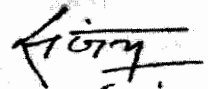
Subject:-Holding of Nation-wide Pension Adalat, 2022-reg.

The undersigned is directed to refer to Department of Pension & Pensioners' Welfare DO letter of even number dated 10.01.2022 and dated 01.02.2022 (copies attached) from Secretary (Pension) addressed to all Secretaries for convening Nation-wide Pension Adalats in the third week of March, 2022, by each Ministry/Department/Organization/Field-formation by leveraging technology through Video Conferencing.

2. It has now been decided to hold a Nation-wide Pension Adalat on **Thursday, May 5, 2022** so that this Government initiative has an All India impact. Accordingly, all Ministries/Departments/Organizations are requested to make their arrangements for holding their Ministry/Department/Organization Nation-wide Pension Adalat, preferably through Video Conferencing on May 5, 2022.

3. The concerned grievance-holder also to be invited for the Adalat along with all the concerned officials to instantly settle the case/grievance. Grievances requesting a change in extant policy/rules or not as per extant policy/rules need not be taken up in the Adalats.

Encl: as above



(Sanjoy Shankar)
Deputy Secretary to Govt of India

All Secretaries to Government of India

Is (A)

वी. श्रीनिवास, आई.ए.एस.
सचिव
V. Srinivas, IAS
SECRETARY



75
आज़ादी का
अमृत महोत्सव

भारत सरकार
कार्यिक, लोक शिकायत तथा पेंशन मंत्रालय,
पेंशन एवं पेंशनभोगी कल्याण विभाग
लोक नायक भवन, खान मार्किट,
नई दिल्ली-110003

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS,
DEPARTMENT OF PENSION & PENSIONERS WELFARE
LOK NAYAK BHAWAN, KHAN MARKET,
NEW DELHI-110003

D.O.No.1/39/2021-P&PW(E)

January 10, 2022

Dear Secretary,

The Department of Pension & Pensioners' Welfare has been conducting Pension Adalats across Ministries, throughout the country, as part of Good Governance, to minimize Pensioners' grievances. As you may be aware, redressal of Pensioners' grievances is high on the agenda of the Government.

2. It has been decided, to convene a nation-wide Pension Adalat in the third week of March, 2022, by each Ministry/Department/Organization/Field formation through Video Conferencing, for which, a suitable date shall be communicated in due course. The main objective of this Adalat would be prompt resolution of pensioners' grievances, within the framework of extant policy guidelines.

3. The hallmark of the Adalat would be leveraging digital technology and conduct the Adalat through VC. While holding these Adalats, each Ministry should ensure the presence of all concerned stake-holders viz. HoD, DDO, PAO and officials of concerned Banks, at the Pension Adalat from their respective locations on VC. A notice, in advance, intimating the time and link for the Video Conferencing for the Adalat, should also be sent to the concerned Pensioners for their participation, if they so desire. For effective resolution of the grievances, it is imperative that the Departments should examine the cases in advance and make extensive preparations for the Adalat. Only those grievances are to be taken up which fall within the extant Pension policy/guidelines. Family Pension cases should be given priority. The Ministries/ Departments/ Organization having field formations in different parts of the country may organize the Pension Adalats in these formations during that period, so that this effort has a pan-India effect.

4. A nodal officer may please also be nominated from your Ministry, who shall coordinate within your Ministry as well with the Department of Pension & Pensioners' Welfare. The nodal officer will intimate the details of the cases being taken up in the Pension Adalat/s of your Ministry and also intimate the outcome of the Adalat/s in the prescribed proforma (copy enclosed). It is also requested that the name of nodal officer nominated from your Ministry may kindly be intimated to this Department latest by 31st January, 2022.

I solicit your kind personal attention for the involvement & support of your Ministry in this exercise in making this endeavor a grand success.

With best regards,

Encl: As above

Yours sincerely,

(V. Srinivas)

The Secretaries of all Ministries/Departments,
Government of India



Please visit our website : <https://doppw.gov.in>, <https://bhavishya.nic.in>

Tel: 011-23742133 Fax: 011-23742546 Email: secy-argp@nic.in

Proforma

Detailed report of the cases taken up in the Pension Adalat

1. Name of Ministries/Department/Organizations
2. Date of Conducting a Pension Adalat
3. Total Number of cases/grievances
 - a. No of family pension case
 - b. No of case relating to senior pensioner
4. Total Number of cases/grievances resolved
 - a. No of family pension case-resolved
 - b. No of case relating to senior pensioner-resolved
5. Total Number of cases/grievances un-resolved
 - a. No of family pension case-un-resolved
 - b. No of case relating to senior pensioner-un-resolved

S No	Name of Petitioner/Details	Grievance/Case ID No	Gist of the Grievance	Root Cause of the Grievance	Outcome of the Grievance in the pension Adalat	Suggestion
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Name of the Nodal Officer

Designation

Signature of the Nodal Officer

All India Pension Adalat

Standard Operating Procedure (SOP) for Pension Adalat through Video-conferencing

All India Pension Adalat 2022 will be a seamless technology driven exercise to ensure redressal of pensioners' grievances within the overall guidelines issued by Min of Home affair and Mir/vo Health & Family Welfare for Covid-19 Pandemic. With the objective of "Ease of Living", all over country, this one day will be dedicated to our pensioners. To bring uniformity among pension adalats conducted by Ministries/Departments all over India, it is requested that this SOP may be adhered to in-totality.

1. All Ministries/ Departments, subordinate offices, will conduct Pension Adalats at various locations all over India through video-conferencing tools. The date will be intimated in due course.
2. Pension Adalat links of different Ministries/Departments will also be connected with All India Pension Adalat link, being conducted by Dept of Pension & Pensioners' Welfare. Dedicated VC link and other details will be shared subsequently.
3. All Ministries/Departments shall nominate a nodal officer not below the rank of JS at Ministry/HQ level and DS/Director level in field offices. Details of nodal officer i.e. name, designation, phone no., e-mail id may be forwarded by 31st January, 2022 to Department of Pension and Pensioners' Welfare at the following e-mail:- (sanjoy.shankar@nic) and (singh.dp1973@nic.in)
4. Ministries/Departments shall identify Pension/Family Pension related grievances/pending cases received by them through CPENGRAM and through their respective grievance redressal systems/portals. Details of all such cases may be forwarded to DoP&PW by 10th February, 2022. Since this Adalat is being dedicated to family pensioners, efforts should be made to take up a majority of Family Pension related cases.
5. Pension Adalat shall be conducted only through video-conferencing (VC) by leveraging technology using available VC tools and applications. Pensioners, HoD, DDO, PAO and Banks shall join the Pension Adalat from their respective locations on VC and should come prepared for each case which is being listed. The Nodal officer nominated at field office level shall co-ordinate the entire VC to ensure seamless participation by all stake-holders.
6. It may be ensured that pensioners are given sufficient time to explain their grievances, if they, so desire, during the VC.
7. Ministries/Departments may also explore the feasibility of providing facility to pensioners to upload/send their grievances and related papers available with them through e-mail or any other mode in advance. However, this should not be made a mandatory condition for listing of their case.
8. At the start of pension Adalat, VC coordinator shall allot time slots for each case and announce case-wise time slots to all the stake holders. This will help aged pensioners and they will not be forced to remain logged-in for the whole day. It will also reduce the load on the ICT systems. Pensioners and officials related to that case may be requested to join 15 minutes prior to their allotted time-slot.

9. VC coordinator shall keep record of all proceedings and direct HOD/DDO/PAO/Bank to take action to ensure redressal of grievance within specific time-period.
10. Ministries/ Departments shall send record of proceedings along with details of cases listed and settled during Pension Adalat to DoPPW within 15 days of the Adalat. In case the case remains unresolved an updated status of such cases, where some action is required on the part of HOD/DDO/PAO/Bank, may be sent again after one month.
11. Ministries/ Departments may ensure availability of ICT hardware including high speed internet, power backup etc. for smooth conduct of the Pension Adalat.
12. Ministries/ Departments shall ensure that all Covid 19 related guidelines i.e. sanitization, thermal screening, social distancing, masks etc. are strictly adhered to while conducting the Pension Adalat.

वी. श्रीनिवास, आई.ए.एस.
सचिव
V. Srinivas, IAS
SECRETARY



75
आज़ादी का
अमृत महोत्सव

भारत सरकार
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,
पेंशन एवं पेंशनभोगी कल्याण विभाग
लोक नायक भवन, खान मार्केट,
नई दिल्ली-110003
GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS,
DEPARTMENT OF PENSION & PENSIONERS WELFARE
LOK NAYAK BHAWAN, KHAN MARKET,
NEW DELHI-110003

F.No.1/39/2021-P&PW (E)

Dated: February 1, 2022

Dear Secretary,

Kindly refer to Department of Pension & Pensioners' Welfare DO letter of even number dated 10.01.2022 and OM dated 21.01.2022 (copies attached) addressed to all Secretaries for convening a nation-wide Pension Adalat in the third week of March, 2022, by each Ministry/Department/Organization/Field formation through Video Conferencing. The main objective of this Adalat would be prompt resolution of pensioners' grievances, within the framework of extant policy guidelines. It was also requested to appoint a Nodal Officer in Ministries/Departments/Organizations who shall coordinate within your Ministry as well with the Department of Pension & Pensioners' Welfare.

2. The information regarding nomination of Nodal Officer is still awaited. Name of Nodal Officer required urgently so that the modality of convening the Nationwide Pension Adalat could be discussed through Video Conferencing for smoothly conducting of Pension Adalat. I solicit your kind personal attention in the matter and have the name of Nodal Officer of your Ministry/Department sent urgently to this Department. The names of Nodal Officers may be sent to Shri Sanjoy Shankar, Deputy Secretary (sanjoy.shankar@nic.in) or to Shri Dhananjay Prasad Singh, Under Secretary (singh.dp1973@nic.in)

With best regards,

Encl: as above

Yours sincerely,

(V. Srinivas)

The Secretaries of all Ministries/Departments,
Government of India



Please visit our website : <https://doppw.gov.in>, <https://bhavishya.nic.in>

Tel: 011-23742133 Fax: 011-23742546 Email: secy-arp@nic.in